



MARICOPA COUNTY
Environmental Services
1001 N. Central Ave.
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www.maricopa.gov/envsvc

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COUNTY LAUNCHES ON-LINE COMPLAINT TRACKING SYSTEM ***Citizens Can View Status and History of Environmental Complaints***

(Phoenix)— Luciano Lueder takes his dining experiences very seriously. In fact, he won't even go to a restaurant before visiting it on-line first. He stumbled across the Environmental Services Web site when he was making a complaint about a restaurant and was thrilled to find that, not only could he see regular inspection reports, but he could see the complaint history of all Valley eating and drinking establishments.

This service is available to the entire community with the launch of Maricopa County's on-line complaint tracking system, available at <http://envquery.maricopa.gov>. The new system allows citizens to view all environmental complaints reported to the Environmental Services Department since May 2001.

"This complaint tracking service demonstrates the County's commitment to extend our information network to local citizens and visitors to the Valley," said Chairman Jan Brewer. "People can research establishments before they give them their business. Additionally, they can be assured that their complaints are being processed as they track their progress and outcome on-line," Brewer said.

Citizens can track complaints concerning establishments that conduct business within Maricopa County under the jurisdiction of the Maricopa County Health Code or Air Quality Rules and Regulations.

The following are some of the environmental complaints the public can query on-line:

- Air quality (dust, excessive emissions from businesses);
- Illegal burning;
- Illegal dumping;
- Restaurant related (foodborne illness, improper food handling or preparation);
- Unhealthy conditions at public and semi-public pools (chlorine problems, broken gates);
- Excessive breeding of mosquitoes or flies.

The public can query complaints by date received, establishment name, street name, city, complaint type, complaint number or permit number. Complaints and corresponding inspections, including findings, will be posted after the investigation is completed. Inspectors respond to complaints within 72 hours (three business days). The identity of the complainant is kept confidential.

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“Not all complaints are valid, so it’s important for people to read the complaint findings and inspection results before assuming that inspectors confirmed the violations,” said Al Brown, Environmental Services Department Director.

A full list of complaints the department handles and that the public can track is available on-line. Complaints outside the department’s jurisdiction are referred to the appropriate governing agency.

To report an environmental complaint on-line, go to www.maricopa.gov/envsvc or call **(602) 506-6616**. The complaint response center is staffed from 8 a.m. to 5 p.m. Monday through Friday. An answering service accepts calls on holidays and after hours and provides caller instructions for emergency situations.

About the Environmental Services Department

The Environmental Services Department is comprised of five divisions: Air Quality, Business Services, Community Services, Environmental Health and Water and Waste. It is the department’s goal to prevent and remove environmental risks to ensure a safe and healthy environment. The department’s environmental health specialists are in the community every day making sure that food in more than 9000 eating and drinking establishments is protected from contamination, that measures are being taken to improve air quality, and that water supplies throughout the County are safe to drink. For more information, call (602) 506-6623 or go to www.maricopa.gov/envsvc.